

Privacy Policy

The Manor Historic Boutique Inn
Manitou Springs, Colorado

Last Updated: September 28, 2026

At The Manor, we believe your privacy should be treated with the same care as your stay. This Privacy Policy explains how The Manor (“The Manor,” “we,” “us,” or “our”) collects, uses, protects, and shares information when you visit our website, make a reservation, communicate with us, stay at our property, or otherwise use our services.

By using our website or providing information to us, you acknowledge the practices described in this Privacy Policy.

1. Information We Collect

We may collect information you voluntarily provide to us, including:

- Name
- Mailing or billing address
- Email address
- Telephone number
- Reservation and stay information
- Arrival and departure dates
- Room preferences
- Guest count
- Special requests
- Dietary or accessibility requests you choose to provide
- Payment and billing information
- Communications you send to us by email, telephone, text message, webchat, contact forms, or other messaging services
- Information related to weddings, events, private buyouts, gift certificates, or other inquiries

When payments are processed through a third-party payment processor or reservation platform, we may not directly store complete payment-card information.

2. Information Collected Automatically

When you visit our website, certain information may be collected automatically through cookies and similar technologies, including:

- IP address
- Browser and device type

- Operating system
- Pages viewed
- Referring website
- Approximate geographic location derived from an IP address
- Date and time of visits
- Interactions with our website, booking tools, or webchat

We may use this information to operate our website, understand how guests use it, improve our services, maintain security, and measure the effectiveness of our marketing.

3. How We Use Your Information

We may use personal information to:

- Process and manage reservations
- Confirm, modify, or cancel bookings
- Process payments and issue receipts
- Communicate before, during, and after a stay
- Provide check-in, access, breakfast, housekeeping, and other guest information
- Respond to questions and special requests
- Provide customer service
- Coordinate weddings, events, and private-property buyouts
- Send important transactional or service-related communications
- Prevent fraud and protect the security of our property, guests, website, and systems
- Maintain business and financial records
- Improve our website, accommodations, and guest experience
- Comply with applicable laws and legal obligations
- Send marketing communications where permitted by law and according to your communication preferences

4. Text Messages & Guest Communications

When you provide a mobile telephone number in connection with a reservation, inquiry, or other interaction with The Manor, we may use that number to send communications related to your inquiry, reservation, arrival, stay, departure, or requested services.

Depending on the circumstances and your consent, communications may include reservation confirmations, check-in information, access instructions, breakfast information, service updates, guest-support messages, and other information relevant to your stay.

We may use third-party guest communication platforms, including Akia, to facilitate these communications.

Consent to receive marketing text messages is not a condition of purchasing accommodations or services from The Manor.

Message frequency may vary. Message and data rates may apply.

You may opt out of applicable text communications by replying **STOP**. Where supported, you may reply **HELP** for assistance. Transactional communications that are necessary to fulfill a reservation or service may be handled separately as permitted by applicable law.

SMS consent and mobile telephone information will not be sold or shared with third parties for their own marketing or promotional purposes.

5. Email Communications

We may use your email address to send reservation confirmations, receipts, arrival information, guest-service communications, and other messages related to your interaction with The Manor.

If you elect to receive promotional emails, you may unsubscribe using the unsubscribe link contained in those communications or by contacting us.

You may continue to receive non-promotional communications that are necessary to administer an existing reservation, transaction, or guest relationship.

6. How We Share Information

We do not sell your personal information in the ordinary meaning of the word.

We may disclose information to trusted companies that provide services necessary to operate The Manor, such as:

- Property-management and reservation systems
- Booking and distribution platforms
- Payment processors
- Guest communication and messaging providers
- Website hosting and technology providers
- Email providers
- Analytics and security providers
- Accounting, legal, insurance, and professional advisers
- Contractors or service providers assisting with property operations

These providers may receive information only as reasonably necessary to perform services for us and are subject to their own contractual and legal obligations.

We may also disclose information when reasonably necessary to comply with law, respond to lawful governmental requests, protect our legal rights, investigate fraud or security incidents, protect the safety of our guests or others, or facilitate a merger, acquisition, sale, financing, restructuring, or transfer of all or part of our business or assets.

7. Online Travel Agencies & Third-Party Booking Services

If you make a reservation through an online travel agency, booking platform, travel agent, or other third party, that company may independently collect and process your information.

Information supplied to those companies is governed by their respective privacy policies. We encourage guests to review the privacy practices of any third-party service they use.

Information subsequently provided to The Manor by a booking partner will be handled according to this Privacy Policy.

8. Cookies & Similar Technologies

Our website may use cookies and similar technologies to remember preferences, maintain website functionality, understand website traffic, improve performance, and support analytics or marketing activities.

Some cookies may be provided by third-party services integrated into our website.

You may be able to control cookies through your browser settings or through any cookie-preference tools made available on our website. Disabling certain cookies may affect the functionality of portions of the website.

9. Payment Information

Payments may be processed through third-party payment providers or reservation systems. Payment-card information submitted through those systems is subject to the security and privacy practices of the applicable payment processor.

We take reasonable steps to limit our access to and retention of sensitive payment information.

10. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, disclosure, alteration, misuse, or loss.

No website, electronic communication, or data-storage system can be guaranteed to be completely secure. Accordingly, we cannot guarantee the absolute security of information transmitted to or maintained by us.

11. Data Retention

We retain personal information for as long as reasonably necessary to fulfill the purposes for which it was collected, administer guest relationships, maintain required business and tax records, resolve disputes, enforce agreements, prevent fraud, and comply with applicable legal obligations.

Retention periods may vary depending on the nature of the information and the purpose for which it was collected.

12. Your Privacy Choices & Rights

Depending on where you reside and applicable law, you may have certain rights concerning your personal information, which may include the right to:

- Request access to certain personal information we maintain about you
- Request correction of inaccurate personal information
- Request deletion of certain personal information
- Obtain a portable copy of certain information
- Opt out of certain uses of personal information
- Withdraw consent where processing is based upon consent

Certain exceptions may apply, including where information must be retained to comply with legal obligations, complete transactions, maintain business records, protect legal rights, or prevent fraud.

To submit a privacy request, please contact us using the information listed below. We may take reasonable steps to verify your identity before processing a request.

13. Children's Privacy

The Manor's website and online services are intended for individuals making or considering lodging, event, or hospitality arrangements and are not directed toward children under the age of 13.

We do not knowingly collect personal information online directly from children under 13 without appropriate authorization. If we become aware that such information has been collected contrary to applicable law, we will take reasonable steps to delete it.

14. External Websites

Our website may contain links to restaurants, attractions, transportation services, booking platforms, social-media services, or other third-party websites.

The Manor is not responsible for the privacy, security, content, or practices of websites operated by third parties. Visiting an external website is subject to that website's own terms and privacy policies.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our operations, technology, services, or legal requirements.

When changes are made, the revised policy will be posted on our website with an updated “Last Updated” date.

16. Contact The Manor

Questions, concerns, or requests concerning this Privacy Policy or your personal information may be directed to:

The Manor Historic Boutique Inn

402 Manitou Avenue

Manitou Springs, Colorado 80829

Email: Welcome@themanorinmanitou.com

Telephone: 719-728-5029

**Ever at your service,
The Manor**